

0. Special Audits:

These audits are audits other than stage-I, stage-II or re-certification audit.

1.0. Purpose:

The main purpose of special audit is to completely understand the full magnitude of the problem by verifying the corrective/ preventive actions been taken/completed. The focus should be on non-conformities, root cause and effectiveness of correction and corrective action identified, and taken throughout the applicable activities of the organization. The main objective of the audit is to confirm a return of an affected system to conform with requirements. A special audit could be initiated for special situations such as complaint investigation, changeover to several standards etc.

A special audit may be necessitated in case of majority of corrective actions not been performed at the time of audit. The follow-up audit provides an opportunity to verify that corrections/corrective actions were made/taken.

Corrective actions or improvement would be taken based on the conclusions of the audit. The auditee will decide on suitable actions within the stipulated time frame. It is not considered as a part of the audit.

2.0. Closing out NC:

It may be noted that minor non-conformities could be adjusted swiftly with an ease. A non-conformity could be considered as “closed out”, upon completion of an effective action as certified by the Team Leader/Auditor. An auditor will not entertain any deviation in the agenda of the closing meeting incase, any corrective action is taken for a major non-conformity and will inform that opportunities will be provided in subsequent audits.

The management is expected to resolve issues and will workout an action plan for completion of agreed actions. An internal audit will help the organisation to monitor the implementation of actions. An organisation is said to be exposed to risk, in case the agreed actions are not followed up and implemented by an auditee.

The process of corrective action requires sincere efforts by an auditee

and to identify root cause of the problem. Re-emergence of non-conformity could be avoided by identifying root cause at the initial stages instead of correcting the non-conformance. An impact analysis would consist of the corrective actions and other areas which are not considered during the audit. It is advisable to complete the corrective preventive actions within a time span of 45 days. If effectively implemented, most actions could be completed within 30 days.

The results of corrective action procedure, appropriate action and follow-up indicates that the root cause has been eliminated. The auditee has to verify the completion and effectiveness of corrective action during subsequent audits.

The corrective actions taken by the auditee are to be evaluated by the Team Leader/Auditor who had raised the NC. In case the NC remains unresolved MSCO may evaluate the corrective action taken and take suitable action to close the NC.

3.0. Special audit-time:

The time required for the corrective action and also the audit time by BIS desk review or site visit is decided by the Team Leader based on the risk, criticality and effects of non-conformity observed in their system. This shall be indicated in the audit report. For an estimation of follow up audit time requirement, refer to document (G6.2-01).

4.0. Verification of IA taken:

1. Review objective evidences of the action taken and its effectiveness to correct or prevent the problem;
2. Whether any significant changes in system has taken place;
3. Visit/examine the area/defects where nonconformity was found, if required;
4. Review the correction in process for system improvement.

5.0. Audit report:

The auditor shall communicate the audit findings and closure/open of NCs with the audit report format (F6.2-01).

The time for carrying out follow up audit from the date of communication shall be 45 days and the report shall reach office within 5 days.